



LB Adventist Home Team Training Guide

Goal and Hope of Home Team Training

- *Understand expectations* of the home team role
- *Gain clarity* on what we hope you will accomplish on the home team

Home Team Mission

- "Creating a **comfortable** and **loving home** environment so guests can be open to the truth of God's Word."

Greeter Team

Exterior: Greeters who are positioned at exterior doors in the porch.

Interior:

- *Lobby:* Greeters who are positioned throughout the lobby. They greet guests as they enter the lobby and connect them with **Ushers** to find a seat.

Guest Interactions

All Positions

- Look for opportunities to create "Wow" moments for guests.
- Greet each guest appropriately.
- Use the 10-4 rule. When a guest is 10 feet away, make eye contact and smile. When they are four feet away, greet them verbally.
- Be on the lookout for first-time guests. New guests may:
 - *Look lost or confused.*
 - *Not be familiar with our dress code.*
- Stay focused on guests while serving.
- Refrain from using your phone.

Exterior

- Help guests know that we are waiting for them by standing outside and opening the door for each individual.
- Greet each guest with a verbal greeting. Use a phrase like:
 - *"Welcome to home!"*
 - *"We're so glad you're here!"*

Lobby

- Engage with each guest, including those in seating areas. Use phrases like:
 - *"How long have you been coming to Long Beach Adventist Church?"*
 - *"Is there anything I can help you find?"*

- Assist new guests by familiarizing them with our building.
- Instead of pointing, always walk with guests to their location.
- Take turns checking in on the restrooms for cleanliness and restock.

After the Service

- Send guests off enthusiastically. Thank them for starting their weekend with us. Use phrases like:

- *"See you next week!"*
- *"Thanks for attending our service!"*

Usher Team

Usher: Greet guests as they enter the auditorium and show guests to a seat in the auditorium.

Guest Interactions

- Greet guests with a verbal greeting. Use phrases like:
 - *"Come on in! Sit as close as you like."*
 - *"Can I help you find a seat?"*
 - *"Would you mind sliding in as you take your seat to make room for others to join us?"*
- Maintain a guest focus by facing the auditorium doors. This helps guests know that we are expecting them.
- As open seats become less obvious, ask guests how many seats they need using the seating chart and direct them to their seats. Use phrases like:
 - *"How many people do you have with you today?"*
- Maintain an awareness of open seats in the auditorium and direct guests to them.
- Show people to open seats in your assigned section.
- As guests are passed to you from the **Greeting Team**, greet them and assure them we have seats available. Use phrases like:
 - *"Right this way!"*
 - *"Hi! There are four seats together right over here."*

After the Service

- Set the next week's team up for success by resetting seats and seatbacks, cleaning up spills, and emptying trash.
 - Send guests off enthusiastically. Thank them for starting their weekend with us. Use phrases like:
 - *"See you next week!"*
 - *"Thanks for attending our service!"*

Making Friends Guide

Topics to Talk About

F.O.R.T.

- F: Fun, Family
- O: Occupation
- R: Relationships, Religion
- T: Testimony

Tips:

- Open-ended questions
- Questions that lead to other questions
- Converse vs Interrogate

Attitudes of Making Friends

- Airport Attitude
- ADD Attitude
- Sweet Spirit of Jesus